

	<b>Administrative Regulation</b>		<b>Policy #</b>	03-03.03
	<b>Employee Assistance Program</b>		<b>Effective Date:</b>	August 10, 2020
			<b>Revision Date:</b>	N/A
			<b>Owner:</b>	Human Resources

### **Purpose:**

To provide confidential personal counseling, training, and related services to eligible City employees.

### **Scope:**

This regulation applies to all eligible employees.

### **Policy:**

The City of Springfield has contracted to provide a confidential Employee Assistance Program (EAP) because personal problems often become personnel issues that affect the employee's job performance and may potentially have an impact on co-workers and colleagues. An EAP is a comprehensive service designed to assist employee address personal and professional difficulties. An EAP focuses on identifying problems in their early stages, motivating employees to resolve the problems, and directing employees toward the best assistance available to resolve problems.

Department directors and supervisors may recommend that employees use the services of the EAP or make mandatory referrals when deemed appropriate, in consultation with the Human Resources Director.

All regular employees and household members are eligible for six (6) sessions per problem per calendar year.

### **Procedure:**

#### **1. Personal Counseling**

- 1.1. Employees and household members can refer themselves to the EAP.
- 1.2. The program may be reached twenty-four (24) hours a day on weekdays and weekends. Contact information is provided to employees in New Employee Orientation and a brochure is available in the Human Resources Department and on the intranet.
- 1.3. EAP counselors are available to meet with employees or immediate family members to assess a problem and develop a plan for resolution.

1.3.1. The EAP counselors may suggest a referral to an outside resource, such as a therapist, agency, physician, treatment facility, or other professional that would be appropriate to assist in resolving the problem or situation.

1.3.2. If a referral is outside the EAP contractual network, the cost of the services is paid by the employee. The City's health plan may cover a portion of the cost.

## 2. Additional Services

2.1. The EAP also provides a variety of additional services to the City including training, work group intervention, work group skills training, employee performance coaching, supervisory coaching, mediation, conflict resolution, and critical incident debriefings after traumatic incidents.

## 3. Coding Time

3.1. When a supervisor refers an employee to EAP for job-related issues, the EAP appointments may be coded to regular work time.

3.2. For personal counseling, if the employee is unable to schedule an EAP appointment outside of regular shift hours, sick leave may be used for the appointment.

## 4. Confidentiality

4.1. EAP records are maintained by the EAP provider and are considered confidential medical records. The City will abide by the federal Health Insurance Portability and Accountability Act (HIPAA) privacy standards requirements.

4.2. References to the EAP or any treatment received may not be contained in the employee's personnel file or used in employee's performance evaluations or in promotion proceedings.

## **Definitions**

1. "*Eligible Employee*" is any employee who is budgeted to work twenty (20) or more hours per week.

## **Resources:**

### *Website:*

1. [Cascade Behavioral Health & EAP](#)

**CREATION (Original):**

This administrative regulation is in effect as of the date of my signature. I authorize the Human Resource Director to modify the history and resources sections and header, footer, and numbering without my reauthorization. The administrative regulation remains in effect should these revisions occur.

<b>Approved By:</b>	Nancy Newton, City Manager	<b>Dates:</b>	8/5/2020
<b>Author:</b>	Chaim Hertz, Director of Human Resources		
<b>Responsible Party:</b>	Human Resources		
<b>Replaces:</b>	N/A		

**PERIODIC REVIEW:**

<b>Reviewer:</b>		<b>Date:</b>	
<b>Reviewer:</b>		<b>Date:</b>	
<b>Reviewer:</b>		<b>Date:</b>	
<b>Reviewer:</b>		<b>Date:</b>	
<b>Reviewer:</b>		<b>Date:</b>	

**REVISIONS:**

Version  <b>#2:</b>	<b>Responsible Party:</b>			
	<b>Revised By:</b>			
	<b>Approved By:</b>		<b>Date:</b>	
	<b>Reason/Summary of Changes:</b>			